

TECHNICAL GROUP BULLETIN

3/6/2023

CONTINENTAL/ GENERAL RECALL

PRODUCT AFFECTED: **Altimax RT43**

175/65R14 | 82T | DOT 036 0F934V 1020

ARTICLE NUMBER: **18895**

REASON:

The noncompliance is due to a mold error in which the subject tires are missing characters in the DOT Number. Specifically, the tires should have been labeled as "**DOT 036 0F934V 1020**" on the outboard sidewall. Instead, the tires were incorrectly labeled as "**DOT 1020**" on the outboard sidewall. ***Please do not remove tires with a complete DOT as they are not subject to this recall.***

Store Instructions:

Removing New Product from Store Inventory:

1. Remove affected product from inventory/showroom
2. Contact your Adjustment Warehouse with your Quantities.

Removing Recalled Tires from Vehicles:

1. Follow your normal adjustment process
2. Write up as a "Manufacturer Adjustable Condition" on invoice
3. Select adjustment type "9-Recall/MFG Replacement Program"
4. Enter complete D.O.T. number and Full Tread Depth measurements
5. Print & stick Adjustment label on tire(s)
6. Stage with your other adjustment tires
7. No charge to customer for replacement tire(s)
8. No charge to customer for Certification renewal(s), if they were originally purchased
9. Offer Certifications on replacement tire(s), if none were originally purchased

Warehouse Instructions:

New Product from Store Inventory:

1. Receive store's affected QTY
3. Create STO from store(s) with affected article number(s)
2. Write "Voluntary Recall" under the comment section of STO
3. Collect physical unit(s) from store(s), **by March 31st, 2023.**
4. Create an RTV PO with all affected tires in your region
5. **Physically return them VIA Knight.**
-Contact Knight with your quantities so they can be added to your truck.

Recalled Tires from Vehicle:

1. Process with all other adjustment tires

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Let your Product Warranty Team know if you have any questions and/or concerns.